

# Leadership Link

AUGUST 2004

Web site: [www.lincoln.ne.gov/city/person/NMA\\_L/index.htm](http://www.lincoln.ne.gov/city/person/NMA_L/index.htm)

## LINK'S CALENDAR OF EVENTS

### Sept. 6

Labor Day Weekend  
Co/City Offices Closed

### Sept. 14

Breakfast Meeting  
Downtown Senior Center  
10th & O Sts., Second floor  
7:30 AM

### Sept. 16

Monthly Board Meeting  
11:30 to 12:30 p.m.  
Co/City Bldg, Rm# 106

### Sept. 17

Alzheimer's Walk  
Pioneer Park, 1 PM

### Oct. 5

Luncheon Meeting  
Tico's Restaurant  
Dan Fedor  
11:30 AM

### Oct. 7

State Government Chapter  
EXPO

### Oct. 17

Making Strides for Breast  
Cancer Walk  
Holmes Lake Park, 1 PM

### Oct. 21

Monthly Board Meeting  
11:30 to 12:30 p.m.  
Co/City Bldg, Rm# 106



Leadership Link  
Chapter #517  
P.O. Box 85224  
Lincoln NE  
68501-5224  
[www.nma1.org](http://www.nma1.org)

Volume 8, Issue 11

## Manager's Fire Extinguisher Needed for Flaming E-Mails

By Diane Mullins, PR Chair

(Editor's note: Complete report retrieved at [www.library.yale.edu/training/netiquette.](http://www.library.yale.edu/training/netiquette.))

The biggest secret of today's fast-firing communication system is keeping a "cool head" while reading e-mails that raise the blood pressure past the boiling point.

Tone of voice, intent and signs of non-verbal communications have been stripped from the paperless messages zooming through cyberspace to your desk. What did you "perceive" in that questionable message burning in your in-box and between your ears?

For a manager with many employees, keeping a fire extinguisher in the left corner of your right brain could be the lifesaver in a nasty E.E.O. lawsuit or a trip to the personnel office for a "he said, she said" conference.

For an employee, misreading a manager's e-mail could result in future actions of insubordination, lowered self-esteem or a lost of respect for the office environment.

Even with the best of intentions, misunderstandings are likely to occur in almost any type of communication. Is it possible to repair glitches in a face-to-face dialog or a telephone conversation before any lasting damage occurs? With one-on-one encounters, people can change their tone of voice, rephrase comments and present body language that welcomes further communication and promotes understanding.

However, electronic mail does not offer that benefit. Adopting Net Etiquette guidelines will help reduce misunderstandings, improve productivity and keep the order in the natural course of business chaos.

Misinterpretation of the content or form of the e-mail message plus the likelihood that the recipient will then fire off a hasty response often exacerbates the situation. This expression of extreme emotion or opinion in an e-mail message is referred to as "flaming."

**Receiving and Responding to Messages.** THINK before you write. Carefully compose your response. If you receive a message intended for another person, don't just ignore it, forward it with a short explanation.

Avoid "flaming" or the expression of extreme emotion or opinion in an e-mail message. It can generate ill feelings and affect work productivity. If a message generates emotion, read it again; reassess the message. Assume the good intentions and competence of the sender.

Separate opinion from non-opinion and respond appropriately. Be concise in your messages, avoid irrelevancies and assumptions. When communication seems tense or unclear, consider alternative method - break the cycle of send and respond. Pick up the phone and talk.

When you are wrong, promptly admit it. If you have regrettably issued an impulsive response, folks are often more forgiving if you recognize this shortcoming.

Create single subject messages whenever possible. Watch the send button and don't hit it by accident. Assume that any message you send is permanent. And, retrievable in a lawsuit! Keep the list of recipients and Cc's to a minimum.

Think about the level of formality you put in a

*continued on page 3 - Flaming E-mails*

## Announcements

### September Breakfast

Membership Drive - Guest receives  
FREE meal when accompanied by a  
current Link member!

### Charlotte Liggett

Vice President of Strategic Planning &  
Business Development,  
St. Elizabeth's Regional Medical Center

### "Management Bag of Tricks"

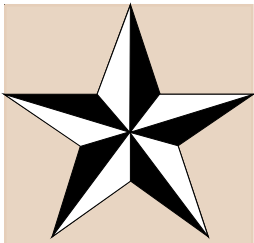
Tuesday, Sept. 14, 2004 - 7:30 AM  
Downtown Senior Center  
10th & O St., Second floor  
Menu Items:

Casserole, Muffin, Juice & Coffee

**RSVP DEADLINE: NOON, Sept. 10, 2004**

**Cost is \$5.50 per person**

**NO SHOW POLICY:** Any guest who reserves a ticket/seat to attend a Leadership Link luncheon/breakfast meeting, and fails to cancel the reservation by the RSVP deadline and/or fails to attend, will be considered a "No Show." An invoice will be issued for the price of the missed meal. Any member who attends, but failed to reserve a seat may be subject to purchasing their own meal independently, thus no price is guaranteed. This No Show Policy will ensure that Leadership Link isn't overcharged for the number of meals served and consumed by its members.



**AUGUST 2204**

#### **LEADERSHIP LINK EXECUTIVE BOARD**

Meetings held the third  
Thursday of the month

##### **President**

E.J. Schumaker, 441-8036

##### **President Elect**

Julia Peter, 441-7463

##### **Secretary**

Mary Lowe, 441-7540

##### **Treasurer**

Karen Eurich, 441-7886

##### **Past President**

Colleen Floth, 441-8690

##### **Awards Committee**

Pat Kant, 441-7880

##### **Community Services**

Donna Barrett, 441-6157

##### **Member Relations**

Steve Owen, 441-5925

##### **Program Committee**

Colleen Andrews, 441- 3846

##### **Professional Development**

Terri Storer, 441-7269

##### **Public Relations/Web Site**

Diane Mullins, 441-7717

Doug Thorpe, 441-7531

##### **Nebraskaland Council**

Colleen Floth, 441-8690

Kent Imig, 441-7082

EJ Schumaker, 441-8036

##### **National Director**

Jan Lehmkuhl, 479-5714

##### **Associate Director**

EJ Schumaker, 441-8036

**Leadership Link News**

#### *President's Report ...*



Dear Members:

Your Board of Directors are doing a fantastic job! Here are a few of the highlights:

- All members who have served as a Board Member, since its inception, will be recognized by a blue ribbon on their name tag. That's our way of saying "thank you." The current Board members will also wear red ribbons;

- Our Treasurer's books received a glowing audit report. Karen Eurich has done a great job keeping the records accurate and up to date. The audit was conducted by Jan Bolin and Tom Bauman;

- Terri Storer is working on the 2003/2004 Annual Report as well as future professional development sessions;

- The Board approved a budget for our chapter;

- By vote, the Board elected Colleen Floth to fill the office of Past President;

- Pat Kant and Julie Peter have been working on the R-1 report, which has been nominated to receive an award at September's National Conference held in New Orleans, LA.;

- Our Chapter participated in the national convention's Silent Auction by purchasing an item at "Gifts from Nebraska";

- Jan Lehmkuhl, our National Director, is running for Secretary at the National level and will represent our chapter at the National Conference;

- Diane Mullins is working on a Member Directory to include, names of members, by-laws, and an organization chart;

- Donna Barrett is very active as our Community Service chair, publishing articles in the newsletter and keeping track of volunteer information;

- Colleen Andrews organized a year's worth of programs and speakers to be published soon on the Web and Link Newsletter;

- Member Relations Chair, Steve Owen, has been doing a great job and could also use your assistance as a committee member. Call Steve and volunteer today, 441-5925;

- Your Nebraskaland Council members are actively looking forward to a fulfilling a year's term. Those members are: Colleen Floth, Kent Imig and EJ Schumaker;

- Take a look at our Leadership Link Web site, composed and kept current by Doug Thorpe, a committee member of Public Relations;

- And last but not least, a big "thank you" to Mary Lowe for her diligence as our Secretary and keeping everyone on the same page!

Don't miss the speaker meetings! As a member of Leadership Link, you will receive educational sessions, networking opportunities, experience fine cuisine and expand your professional development. I hope to see each of you attend a breakfast or lunch meeting soon.

## **Community Service**

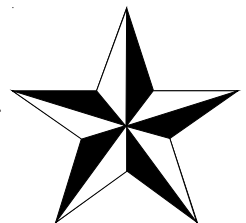
By Donna Barrett, Chair

I'm delighted to introduce to you Renee Savidge-Urdiales, new Co-Chair for the Community Service Committee. Renee is an office assistant for Aging Services' LIFE Division. She was recently married and is very enthusiastic about getting involved with Leadership Link. When you see Renee, congratulate her on being a new wife, getting involved and having a new life!

The Alzheimer's Walk is also coming up on September 19 at Antelope Park. Registration and opening ceremonies will be at noon. The walk begins at 1 p.m. (rain or shine). Aging Services' Senior Companion's Team, under the direction of Susan Campbell, will be walking again this year. There will be information booths, health stations, entertainment, food, raffle prize drawings and activities for all ages. Honorary Chairs are KFOR's Morning Show co-hosts Cathy Blythe and Ward Jacobson. A Memory Wall will be available to post poems, photos or mementoes of someone you care about who is afflicted with Alzheimer's. You'll have a chance to purchase "Forget-Me-Not" notes for \$1 each to honor your loved one on the Memory Wall!

Renee and I are making plans for the "Making Strides Against Breast Cancer Walk." We want you to walk with us on Sunday, October 17th at Holmes Lake Park, starting at 1 p.m. Chances are that breast cancer will most effective someone in your family or someone you know. This year will mark Lincoln's fourth annual Walk. This is a five-mile, noncompetitive walk designed to increase awareness, foster camaraderie, raise funds for breast cancer research, patient services, education and advocacy. Please send your generous donation to Donna Barrett, Aging Services, 1001 "O" St., Ste 101, Lincoln, NE 68508-3610. With your help, we can make breast cancer a thing of the past. Please donate, even if you cannot walk, and support this community effort with us!

Don't forget to report your community service endeavors to me. Together, we can make our chapter outstanding in our monthly report to National. As always, thanks for your support!



*"The way I see it, if you want the  
rainbow, you gotta' put up with the  
rain, "*  
-- Dolly Parton

## Public Comment Policy

The Leadership Link's Board of Directors voted to incorporate a new Public Comment Policy that allows time to hear comments from its general membership during regularly scheduled monthly board meetings. The consensus of the Board reflected adopting a new procedure whereby a five-minute window of time is available after each Chair reports on the status of their committee work. Board meetings are budgeted to handle one hour of administrative work. Please call Mary Lowe or EJ Schumaker to be added to the agenda schedule.

## July's Community Service

\* Diabetes Program/Promotion/Diabetes Screening and Foot Care at the Hispanic Center by Jan Ekeler (Aging Services).

\* Senior Fitness Testing for Caregivers by Peggy Aphorpe and Jan Ekeler.

\* Medication Surveys at the David City Senior Center for 62 persons by Jan Ekeler.

\* Throughout July, for the general public Jan Ekeler has promoted Colon Cancer Awareness with surveys. Jan also provided nursing and nutrition consultations.

\* Health Education Programs were provided at First United Senior Center by Jan Ekeler.

\* Pat Kant volunteered with the Worknet Program as Board Chair and as a member of the committee which put on the workshop: "What are you Hearing?" Worknet is a not-for-profit organization which assists people who experience disabilities finding employment.

\* Pat Kant was Block Mother for the March of Dimes and collected donations.

## The Lighter Side

In the late 1700s, many houses consisted of a large room with only one chair. Commonly, a long wide board was folded down from the wall and used for dining. The "head of the household" always sat in the chair while everyone else ate sitting on the floor. Once in a while, a guest (who was typically a man) would be invited to sit in this chair during a meal. To sit in the chair meant you were important and in charge. Sitting in the chair, one was called the "chair man." Today in business we use the expression or title "Chairman or Chairman of the Board."

message. Identify yourself and your affiliations clearly.

Target your audiences carefully when you broadcast information. Never insult or criticize third parties without giving them the opportunity to respond. Most likely, someone on your group listing is a close friend of that third party and might let the cat out of the bag! When writing your message, keep your intended audience in mind. Your intended audience will often influence your choice of language and style.

### The Phenomenon of Flaming.

According to the RAND Corporation, a nonprofit institution that helps improve policy and decision making, one attribute of e-mail that most distinguishes it from other forms of communication is its ability to evoke emotion in the recipient.

Unlike telephone and personal conversations that fade with time, impulsive e-mail responses can sit around in mailboxes, be printed out, circulated and acquire a level of importance that was never intended. This is a real barrier to effective communication and can have a negative impact on work

## Welcome New Members

**Paula Bennett** is currently the manager of First United Aging Services. She has taught school, worked as a social worker, has been a trips Director for the ARC of Lincoln, an assistant scout leader, assisted with 4H projects and has participated on various community boards. Paula has run for City Council in the past and is likely our first member to be one of the 230 candidates for US President in 2000. She is married with children and raising two granddaughters. Her free time is spent mastering sign language and finishing the two novels.

**Johanna Machmer**, who many know as JoMac, has served as the Training Coordinator for the Youth Services Center for the past three years. Johanna played basketball at UNL in the early '90's. She is a member of the Juvenile Justice Trainers Association and serves as a board member for the Heartland Juvenile Services Association. Johanna has a three year old daughter and has been with her partner, Kera, for the past eight years.

## Continued from Front Page - Flaming E-mails

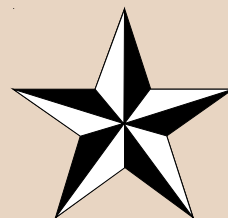
productivity and work relationships.

**Possible Causes of Flaming.** The ease of creating an immediate and not necessarily thoughtful response to an e-mail message is often too tempting. Interpersonal cues that aid the face-to-face communication process, immediate feedback and body language are completely absent in this medium. It is difficult to tell the level of formality of a message from its appearance; all messages look somewhat the same. Without face-to-face communication, attempts at humor, irony, sarcasm, and wit are often misinterpreted. Your joke may be viewed as criticism by some.

**How to Minimize the Problem.** In written and telephone communications, time can soften the edge of an ill conceived response. A hasty e-mail response can remain permanently in sharp focus. To minimize e-mail communication problems: Resist the temptation to fire off a response. If you must, draft a response and let it cool off for a time before sending it. Reconsider the response later after a walk to the coffee or ice cream shop, for example. Read and interpret the original message again. Use alternative media to break the cycle of message and response. A telephone call or personal conversation can do wonders. Respond to opinion with evidence or facts that are relevant.

Emoticons are no substitute for clear and concise writing. Emoticons are combinations of keyboard characters that convey emotion when viewed sideways...smileys 8>) or surprise 8>O or just a wink ;) Emoticons may work with recipients who are familiar with their use, but not necessarily with those who are new to the electronic medium.

Get to the point quickly! The most important statements should appear in the first paragraph. Details can follow in subsequent paragraphs. Think through what you want to say and write it as succinctly as possible. Create single subject messages whenever possible. For example, if you have three separate items to cover, use short messages. This allows each message to be filed, retrieved and forwarded separately according to content.





## N. M. A. CODE OF ETHICS

- *I will recognize that all individuals inherently desire to practice their occupations to the best of their ability*
- *I will assume that all individuals want to do their best.*
- *I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.*
- *I will be guided in all my activities by truth, accuracy, fair dealing and good taste.*
- *I will keep informed on the latest developments in techniques, equipment, and processes.*
- *I will recommend or initiate methods to increase productivity and efficiency.*
- *I will support efforts to strengthen the management professional through training and education.*
- *I will help my associates reach personal and professional fulfillment.*
- *I will earn and carefully guard my reputation for good moral character and good citizenship.*
- *I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.*

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AUGUST 2004

## BOOK REVIEW: The Great Separator

By Dr. John C. Maxwell

*(Editor's note: This article is used by permission from Dr. John C. Maxwell's free monthly e-newsletter 'Leadership Wired' available at [www.MaximumImpact.com](http://www.MaximumImpact.com).)*

A young man once asked me a very provocative question at one of my leadership conferences. He'd been listening intently all day, and it was obvious that the subjects we were covering were really striking a chord with him.

"I've decided I want to be a leader," he said. "Who do I start leading?"

As I said, this guy was young, he didn't have a company or even a department to run, yet. I could have advised him to read some of my books, get a job managing a few people, and come back to another conference in five years when he had some experience. But I didn't.

"That's an easy answer," I told him. "Start with yourself."

I wasn't trying to be cute with that response; I was completely serious. If you want to start leading, you must always start with yourself, because if you wouldn't follow yourself, why should anybody else? Becoming the person others want to follow might involve honing certain technical competencies, learning how to be a better motivator, sharpening your ability to cast a vision, identifying your core values, or polishing your organizational skills. But here's the key: The secret to your success doesn't lie in the specifics; it lies in your willingness to start.

Just how essential is starting? Let me describe it this way. Starting is the great separator. It separates the doers from the do NOTs. It separates the haves from the have nots. It separates the winners from the whiners. In short, it separates successful people from unsuccessful people. I've always said the bookends of success are starting and finishing. People who achieve great things must possess both the ability to begin to be a self-initiator, and the ability to close, to be able to finish well. In the grand scheme of things, both are equally important. But you can't end well if you don't start. So for the next several issues of "Leadership Wired," we'll talk about how to start successfully.

The first step, as we've already discussed, is to start with yourself. Why is this so important? Here are three reasons.

1. It gives you experience, confidence, integrity, and influence. Leaders are either travel agents or tour guides. Leaders who are like travel agents send people to places they've never been themselves, while leaders who are like tour guides take their people to places they know well. Instead of saying, "Here's a map, I hope it's accurate," tour-guide leaders can say, "I've been here many times; I know the best way to get around; follow me." Starting with yourself equips you with the experience, confidence, integrity, and influence you need to be a tour-guide leader.

2. You are with yourself more than anyone else. You may have had trouble finding another leader to mentor you because everyone else is so crunched for time. But you can't use that excuse with yourself, you spend more time with yourself more than anyone else. So don't sit around waiting for someone else to help you start learning and growing yourself!

3. Start with yourself to give something to others. At first blush, starting with yourself might sound a bit selfish. But, as anyone who has ever listened to a flight attendant give preflight safety instructions can attest, you have to take care of yourself before you can take care of someone else. You can't export what you don't have. You can't teach what you haven't learned. Starting with yourself isn't putting yourself before others. It's putting yourself in a position where you can give of your time, your encouragement, your resources, your expertise, etc. more effectively.

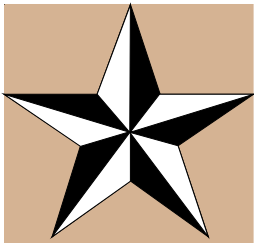


## N. M. A. STATEMENT OF PRINCIPLES

*NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify NMA's core beliefs and provide the basis for the Association's Mission Statement.*

- *We believe in the highest standards of personal and organizational integrity and respect for the individual.*
- *We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.*
- *We believe management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.*
- *We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.*
- *We believe that individuals and organizations have a community and civic responsibility.*

Representing Leadership Link during June's monthly meeting at the Lancaster County Board of Commissioners, Bruce Medcalf reads the National Management Week proclamation as Julia Peter and E.J. Schumaker listen.



AUGUST 2204

*Don't  
find  
fault;  
find a  
remedy,"  
--Henry  
Ford*

## What Are You Hearing? Employing people who experience disabilities....

By Pat Kant, Awards Chair

Leadership Link collaborated with Worknet, Lincoln Human Resource Management Association, Nebraska Commission for the Deaf and Hard of Hearing and Southeast Community College (SECC) to present a half day seminar on July 14, 2004. Approximately sixty (60) people attended this highly successful program.

The workshop targeted First Line Supervisors, Human Resources Staff, Human Service Professionals, and people who are deaf or hard of hearing. NMA awarded CEU's.

Featured speakers include Maureen Mann, MS, LMHP, Counselor at Boys Town and author of a book entitled *"Hidden Frustrations"*; Neal Stenberg an attorney with Harding, Shultz and Downs who spoke on the Americans with Disabilities Act; a panel of successful people who experience deafness and a supervisor Norman Weverka, Nebraska Commission for the Deaf and Hard of Hearing, Julie Dahlke, Engineering Services Specialist, Tim Pratt, Engineering Services Manager, and supervisor of Julie, Jim Weverka, Animal Control Manager, all from the City of Lincoln; Peg Goetchel with the Nebraska Commission for the Deaf and Hard of Hearing presented information regarding Interpreters of the American Sign Language and the various levels of qualifications.

### Correspondence

Aug. 3, 2004

Good morning Pat!!

I've attached a copy of your approved R1 through June!! Congratulations to you and your team on having achieved an NMA Outstanding Award!!! I agree....you and your team have truly had a great year!!!

You will be recognized for this accomplishment at our National Conference in New Orleans on Sunday, September 19, at the Recognition Luncheon. I hope a delegation from your chapter will be able to attend to accept this recognition!!

Jodeen Sterba will be processing the 2004-2005 R1s for me and Julie should send reports to her starting with your July report. I've really enjoyed working with you this past year and will still be available to answer any questions you or Julie may have.

Again...CONGRATULATIONS!!!

Sue Kappeler, Vice President, MIS  
National Management Association  
<http://nma1.org>

Feedback from participants included:

"The panel of success stories helped with the reality of facing challenges."

"I was able to learn about the frustrations and obstacles of deaf and hard of hearing in the workplace and also how supervisors and employees can work together to overcome these obstacles."

"All of it was wonderful. The legal discussion and the panel discussion were great!"

"Hearing about personal experiences makes things more 'real' than just reading about them."

## Generation X Office Lingo

Following are some humorous office terms and definitions for Generation X workers:

**Blamestorming:** Sitting around in a group discussing why a deadline was missed or a project failed, and who was responsible.

**Body Nazis:** Hard-core exercise and weight-lifting fanatics who look down on anyone who doesn't work out obsessively.

**Cube Farm:** An office filled with cubicles.

**Ego Surfing:** Scanning the Net, databases, print media and so on, looking for references to one's own name.

**404:** Someone who's clueless. "Don't bother asking him; he's 404." (From the WWW error message "404 Not Found", meaning the requested document couldn't be located.)

**Idea Hamsters:** People who always seem to have their idea generators running.

**Keyboard Plaque:** The disgusting buildup of dirt and crud found on computer keyboards.

**Mouse Potato:** The online, wired generation's answer to the couch potato.

**Ohnosecond:** That minuscule fraction of time in which you realize that you've just made a big mistake.

**Prairie Dogging:** When someone yells or drops something loudly in a cube farm, and people's heads pop up over the walls to see what's going on.

**SITCOMs:** What yuppies turn into when they have children and one of them stops working to stay home with the kids. Stands for Single Income, Two Children, Oppressive Mortgage.

**Starter Marriage:** A short-lived first marriage that ends in divorce with no kids, no property and no regrets.

**Stress Puppy:** A person who seems to thrive on being stressed out and whiny.

**Swiped Out:** An ATM or credit card that has been rendered useless because the magnetic strip is worn away from extensive use.

**Tourists:** People who take training classes just to get a vacation from their jobs. "We had three serious students in the class; the rest were just tourists."

**Treeware:** Hacker slang for documentation or other printed material.

**Uninstalled:** Euphemism for being fired.

**Xerox Subsidy:** Euphemism for swiping free photocopies from one's workplace.

# 10 Tips to Prevent the Afternoon Slump

By Jerry Teplitz, JD, Ph.D.

*(Editor's Note: Reprinted from the American Management Association Web site: [www.amanet.org](http://www.amanet.org))*

If you're like two-thirds of the population, you've experienced the afternoon slump. You know the feeling—it's mid-afternoon and you feel drained and want to call it a day. You may find that you are not as productive as you should be.

Welcome to the afternoon slump! This drop in energy isn't all in your head—it's a physiological response.

Fortunately, you can take steps to reduce the slump's frequency and duration. Embrace the 10 tips outlined below and encourage others in your office to do the same. You'll find that the old afternoon slump period has been transformed into a time of increased productivity. And, as an added bonus, you'll have more energy to enjoy your time away from the office.

**Tip #1: Drink water.** Drink a minimum of eight glasses of water a day—even if your physical activity is limited to sitting at a desk. Keep a water bottle handy so you can easily sip water all day. Liquids like coffee or cola don't count—they dehydrate you and make the slump worse. And don't wait until you feel thirsty—by then you are already dehydrated.

**Tip #2: Avoid sugar and simple carbohydrates.** While a mid-afternoon candy bar may give you a quick sugar rush, in the long run it actually worsens the slump. Sugar and simple carbohydrates get absorbed immediately into the bloodstream, causing a rise in blood sugar, which in turn causes your body to secrete insulin to bring your sugar level back down. Candy isn't the only culprit. Simple carbohydrates, like white bread and rice can cause your blood sugar to drop after an hour or two. Try to incorporate more proteins and complex carbohydrates into your diet—whole-wheat products, brown rice, etc. They won't trigger blood sugar highs and lows.

**Tip #3: Eat small meals.** Have six small meals over the course of the day instead of three large ones. Eating a lot at once overwhelms your body, causing it to work harder to digest the food. The digestive process diverts blood away from your brain and your extremities.

**Tip #4: Get rid of standard fluorescent lights.** Most offices are lit with cool white fluorescent tubes, which have a negative effect on how people feel and function. A better option is full spectrum fluorescent tubes, as these simulate the wavelength of sunlight. Studies have shown that full spectrum lighting provides many benefits: headaches disappear and afternoon fatigue declines, while productivity levels rise.

**Tip #5: Take a walk.** Walking gets your blood circulating, helps you breathe better and stimulates your brain. Walking outside for five or ten minutes each day will give you the extra benefit of fresh air, but walking around the office is okay too. If you don't have time to take a walk, run up and down the stairs for two minutes.

**Tip #6: Meditate.** Meditation is a great way to rejuvenate your body. Meditating for fifteen to twenty minutes twice a day will keep your body continually energized. If you do run into the afternoon slump, meditating for a quick five minutes can immediately reenergize you.

**Tip #7: Take your vitamins.** B-complex and Ginseng have an energizing effect on your body, so take them every day. To get the maximum benefit from your vitamins, divide the dose and take them twice a day, with meals.

**Tip #8: Listen to music.** Music can energize you, but choose carefully—some music can actually cause fatigue. Hard rock can make you feel jittery. If you listen to music with lyrics, make sure they are positive and motivating.

**Tip #9: Breathe and stretch.** Your cells require an exchange of air in the lungs to get rid of waste products. By doing some breathing exercises during the day, you'll get a lot more fresh air into your system. Try this exercise: Breathe in slowly, filling your stomach first, then the chest and finally the shoulders while counting to seven. Then exhale slowly, starting to exhale at the shoulders first and finishing with the stomach, again while counting to seven.

**Tip #10: Handle negativity.** Negative people and images can have a draining effect on your energy. Conversely, if you spend the day surrounded by positive people and images, you will feel energized. If negative people surround you at work, you'll have to make a conscious effort to maintain a positive outlook.

*At local tavern's, pubs, and bars, people drank from pint- and quart-sized containers. A bar maid's job was to keep an eye on the customers and keep the drinks coming. She had to pay close attention and remember who was drinking in "pints" and who was drinking in "quarts," hence the term minding your P's and Q's.*

*In George Washington's days, there were no cameras. One's image was either sculpted or painted. Some paintings of George Washington showed him standing behind a desk with one arm behind his back while others showed both legs and both arms. Prices charged by painters were not based on how many people were to be painted, but by how many limbs were to be painted. Arms and legs are "limbs," therefore painting them would cost the buyer more. Hence the expression. "Okay, but it'll cost you an arm and a leg."*

## Volunteering Again?

### Get Credit For It!

Help your Leadership Link Chapter score big!

If you are involved in a community service project or event, such as a fund raiser, walk-a-thon or festival worker, please e-mail this information to Donna Barrett ([d Barrett@ci.lincoln.ne.us](mailto:d Barrett@ci.lincoln.ne.us)) with the who, what, when, where, why and hours served, so that our NMA Chapter will receive national credit.